

## 9.1 PREPARING A CLAIM

You can prepare a claim for:

- undelivered material, i.e. the material that has not been delivered within the expected delivery time
- damaged material received or material that does not match the order, delivery note or list (e.g. list of material received by exchange), also legal deposit material if a legal deposit provider does not send the material, does not send the required number of copies or does not send the material within the appropriate time period
- a request for advance payment; you can prepare a claim either for a request as a whole or for individual item(s)
- an invoice received; you can prepare a claim either for the invoice as a whole or for individual invoice item(s)

Items newly claimed with the same supplier will be added to the same claim until this claim is submitted.



Note:

*Claim data is not added to the holdings data.*

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### 9.1.1 Undelivered material

Claims for material that is not delivered within the expected delivery time are prepared in the **Claim for undelivered material** class.

The program will find all order items with elapsed claim time limit in view of:

- the date of last claim
- expected delivery time, specified on the order

All the items found will be automatically placed on a claim for undelivered material.

#### ***Precondition***

Orders must be submitted and sent to the supplier.

#### ***Procedure***

1. Highlight the **Order** class.
2. Select the **Class / Prepare claims for undelivered material** method.

A claim for undelivered material is prepared separately for each supplier.

A number, which cannot be changed, will be assigned to each claim. Claims are numbered automatically, in compliance with the setting of the counter for claims for undelivered material (see chapter 11.3).

**Status after  
preparing a claim for  
undelivered material**

Claim for undelivered material

- entered

**What to do next**

You can edit a claim and then you submit it and send it to the supplier. Before submitting it, you can enter a note about the claim that will appear on the claim.



Example:

Under an order item, under "Claim note", you can enter the following text, e.g.:  
*Paid on pro-forma invoice 07/87 on 30 June 2007.*

## 9.1.2 Received material

Claims for material received are prepared in the **Claim for received material** class. You can file a claim for the material received via purchase (delivery note), or some other acquisition type, e.g. exchange, as legal deposit material, etc. (list of material received by exchange, list of legal deposit material, etc.).

You can prepare a claim for received material if:

- the material received is damaged
- the title or quantity of the material received differs from the order
- the title or quantity of the material received does not match the material stated on the delivery note or list
- damage to the material received is discovered at a later point
- a legal deposit provider does not send the material, does not send the required number of copies or does not send the material within the appropriate time period

Enter all the discrepancies when entering the delivery note or list (see chapters 3.4.1, 4.1.1, 5.1, 7.1 or 8.1).

**Procedure**

1. In the **Delivery note** class or in the **List...** class, find and select the delivery note or list.



Example:

If you wish to prepare a claim for the material received by exchange, find and select the list of material received by exchange in the **List of material received by exchange** class.

2. Select the **Object / Close/Prepare claim** method.

For each delivery note item or list item, a window will open, where you can see the title of the material, reason for claim and a question whether you wish to prepare a claim. Click the **Yes** button.



**Tip:**

If you do not wish to prepare the claim immediately, click the **No** button. The status of the delivery note item or list item will be *for claim*. Claim preparation procedure can be continued at a later point.

The **Claim for received material** editor will open, where the delivery note item or list item to be claimed is listed. Under "No. of copies claimed", the number of copies you have filed a claim for is indicated. The number of copies claimed last is always given in this field. The history of all claims is evident from the list of events: for each claim, the number of copies claimed is recorded in this list.

- The sending method and language of the claim are transferred from the database of partners. You can change both values.



**Example:**

If you settled a claim with the supplier by telephone, select *telephone* as the sending method. When submitting a claim, the submission date will be recorded, whereas the claim will not be sent to the supplier.

- To enter an internal note, click the **Note** button.  
Enter the text into the text entry window and save it.
- To enter a note that will be printed out on the claim, click the **Claim note** button.  
Enter the text into the text entry window and save it.
- Save the data.

A number, which cannot be changed, will be assigned to the claim for received material. Claims are automatically numbered, in compliance with the setting of the counter for claims for received material (see chapter 11.3).

**Status after preparing a claim for received material**

Claim for received material

- entered*

Delivery note or list

- claimed*

Delivery note item or list item

- claim prepared*

**Options**

You can simultaneously prepare claims for all the lists of legal deposit material entered, in relation to which you have recorded discrepancies from the number of copies. Highlight the **List of legal deposit material** class and select the **Class / Prepare claims for legal deposit copies** method.

**What to do next** Submit the claim and send it to the supplier.

### 9.1.2.1 Subsequent claim for received material

Sometimes it is established that a copy is damaged after the receipt has already been performed, e.g. a library member finds out that pages are missing when he/she borrows the item. In such case, you can prepare a subsequent claim for received material. Find the delivery note item or list item and prepare a claim.

**Precondition** The delivery note or list of material received must be closed.

#### **Procedure**

1. In the **Item received** class, find and select the item of a delivery note or invoice, or list item.
2. Select the **Object / Prepare subsequent claim** method.

The **Claim for received material** editor will open, where the delivery note items or list items that have been placed on the claim are listed.

3. The sending method and language of the claim are transferred from the database of partners. You can change both values.
4. To enter an internal note, click the **Note** button.  
Enter the text into the text entry window and save it.
5. To enter a note that should appear on the claim, click the **Claim note** button.  
Enter the text into the text entry window and save it.
6. Save the data.

A number, which cannot be changed, will be assigned to the claim. Claims are numbered automatically, in compliance with the setting of the counter for claims for received material (see chapter 11.3).

#### **Status after preparing a subsequent claim for received material**

Claim for received material

- *entered*

Delivery note item or list item

- *subsequent claim*

**What to do next** Submit the claim and send it to the supplier.

### 9.1.2.2 Legal deposit claim (CIP records)

When preparing this type of claim, holdings for selected records are checked automatically in the home library and in other libraries within the COBISS.XX system, and based on this, an item for claim is either added or not.

#### *Procedure*

1. Highlight the **List of legal deposit material** class.

2. Select the **Class / New object** method.

The **List of legal deposit material** editor will open. Acquisition type is *legal deposit*, which is set automatically and cannot be changed.

3. Specify the legal deposit provider.
4. Under "Note", enter the number 0, so that copies will not be added to the item.
5. Save the data.

6. Select the **Object / Add items for claim (CIP records)** method.

The **Search – Bibliographic records** search window will open.

If you click the **COBIB.XX** button, you will search in the shared database, if you click the **Local database** button, the search will be performed in the local database.

7. Find and select CIP records for a specific publisher.

You can select only up to 10 records at a time.

8. For each record, it is automatically checked:

- whether field 996 with an assigned accession number and *legal deposit* acquisition type already exists in the local database; if it does, the item will not be added to the list for claim
- whether field 996 with status *11 – irrecoverable* or *12 – sold out* already exists in the local database; if it does, the item will not be added to the list for claim
- whether acquisition procedure for legal deposit has been in progress within the last 90 days or if acquisition item exists (item in the list of legal deposit material); if it has been, the item will not be added to the list for claim
- availability for loan in other libraries in the COBISS.XX system: data in subfield 998c in other libraries is automatically checked (see COMARC/H manual, chapter 998c, table 1); the item will not be added to the list for claim if the content in is filled out element 3 (*in preparation*) or element 5 (*ordered*) or element 6 (*desideratum*) or element 9 (*info in library* or *online* or *still in print*)
- in other cases, the item will be added to the list for claim

9. After checking and adding items, a notification on whether an item was added to the list for claim or not will be displayed for each record. If an item was not added, a reason for this will also be displayed.
10. Added items are without copies. In the **Item for the list of legal deposit material** editor, under "No. of copies on list", you must enter the number of copies you wish to claim with the legal deposit provider for each item.  
You can delete any item that you would like to remove from the list.
11. When you finish with adding items to the list, select the **Object / Close/prepare claim** method.
12. Prepare the claim (see chapter 9.1.2).

A number, which cannot be changed, will be assigned to the claim. Claims are numbered automatically, in compliance with the setting of the counter for claims for received material (see chapter 11.3).

*Status after preparing a legal deposit claim for CIP records*

Claim

- *entered*

List of legal deposit material

- *claimed*

List item

- *claim prepared*

*What to do next*

Submit the claim and send it to the legal deposit provider.

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### 9.1.3 Received request for advance payment or received invoice

Claims for received requests for advance payment or for received invoices are prepared either in the **Advance** class or in the **Invoice** class.

You can prepare a claim for either:

- a document as a whole, or
- individual items of a document

*Procedure*

Enter the discrepancies and the reason for claim when preparing an advance payment or invoice (see chapter 3.3.1 or chapter 3.5.1).

1. In the **Advance** class or in the **Invoice** class, find and select the advance payment or the invoice.
2. Select the **Object / Close/prepare claim** method.

The items that are being claimed will be placed on the claim. If you claim the document as a whole, individual items do not appear on the claim.

A number, which cannot be changed, will be assigned to the claim. Claims are numbered automatically, in compliance with the setting of the counter for invoice claims (see chapter 11.3).

*Status after preparing a claim for received request for advance payment or received invoice*

Advance or invoice

- *claimed*

*What to do next*

Submit the claim and send it to the supplier.

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## 9.1.4 Transferring items to another claim

*Procedure*

You can transfer items from a prepared claim either to another prepared claim or to a new claim. Items can be transferred only among claims of the same type.

1. In the **Claim for undelivered material** class or in the **Claim for received material** class, find and select the claim.
2. Select the **Object / Move items** method.
 

A window with a list of claims prepared will open.

If no claim is prepared, the window will not open; a new claim will be prepared.
3. Select the claim and click the **OK** button.
 

A window with a list of items placed on the selected claim will open.
4. Select the item(s) and click the **OK** button.
 

Either the **Claim for undelivered material** editor or the **Claim for received material** editor will open.
5. Prepare a claim, following the instructions of how to prepare a claim for undelivered material or a claim for received material.

*Status after transferring items to another claim*

Claim for undelivered material or claim for received material

- *Entered*